



Marathon Energy's Customer Portal User Guide: For Petroleum/Mechanical Services Customers

As a Marathon Energy (Petroleum/Mechanical Services) customer, you have access to our Portal where you can:

- Make a payment
- View open and paid invoices
- Download consumption reports
- Request a delivery
- View delivery history (date, fuel type, gallons and price)

NOTE: Screen shots provided in this guide are from a sample account and do not represent actual customer data/prices.

Getting Started

To request access to Marathon's Customer Portal, visit <https://myaccount.mecny.com/> or visit www.mecny.com and click "My Account" at the top.

- New Customers will need to Request Access to the Portal by "registering a new account"
- Existing Customers can log in using the user name/password provided

The screenshot shows the Marathon Energy Customer Portal interface. At the top, there is a navigation bar with links: REQUEST A QUOTE, SUBMIT METER READING, MY ACCOUNT (highlighted with a red box), MY REWARDS, and a phone number 1-888-378-9898. Below this is a dark blue banner with the Marathon Energy logo and icons for Fuels, Natural Gas, Electricity, Sustainability, and Mechanical. A secondary navigation bar contains links: Energy Solutions, Sustainability, Mechanical Services, About Us, Energy Advisors, Case Studies, Partners, and Contact Us. Below the banner, a message reads "Welcome to the New Customer Portal!". The main content area is divided into two sections. The left section, titled "EXISTING USERS LOGIN" (highlighted with a red box), contains fields for Username and Password, a Log in button, and a link for "Forgot username/password?". The right section, titled "REGISTER A NEW ACCOUNT" (highlighted with a red box), contains fields for *Name (First Name and Last Name), Company (Company Name), *Email (Email Address), *Account Number (Account Number), *Username (Username), and *Password (Password and Confirm Password), followed by a Register button.

- If you are registering a **new account**, you will need your account number, which can be located **under your address on your invoice**. Your account number should be seven characters or less.

NOTE: If you have **multiple accounts**, you only need to register one account. Once your account is registered, the portal will link all (petroleum/mechanical services) accounts.

FUEL INVOICE

Bill To:

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

Delivery To:

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

ACCOUNT NO.	ACCOUNT CLASS	INVOICE NO.	TERMS	DUE DATE
XXXXXX	XXXXXXXXXX	XXXXXX	XXXXXX	XXXXXX

- Once you successfully register your account, a notification will be sent to Marathon's team to process your request. **Please allow up to two business days for your request to be processed.**

REGISTER A NEW ACCOUNT

*Name

First Name

Last Name

Company

Company Name

*Email

Email Address

*Account Number

Account Number

*Username

Username

Register

We have received your request for a customer portal account. Please allow up to two business days to process this request. A temporary password will be emailed to you once we have finished. Thank you for choosing Marathon.

- For security purposes, you will be prompted to **update your temporary password** after logging in.

NOTE:

- Passwords must be a minimum of 8 characters and include 3 out of the 4 character types: lowercase letters, uppercase letters, numbers, or symbols
- Once you update your temporary password, Marathon will no longer have access to it. Ensure your updated password is securely documented.

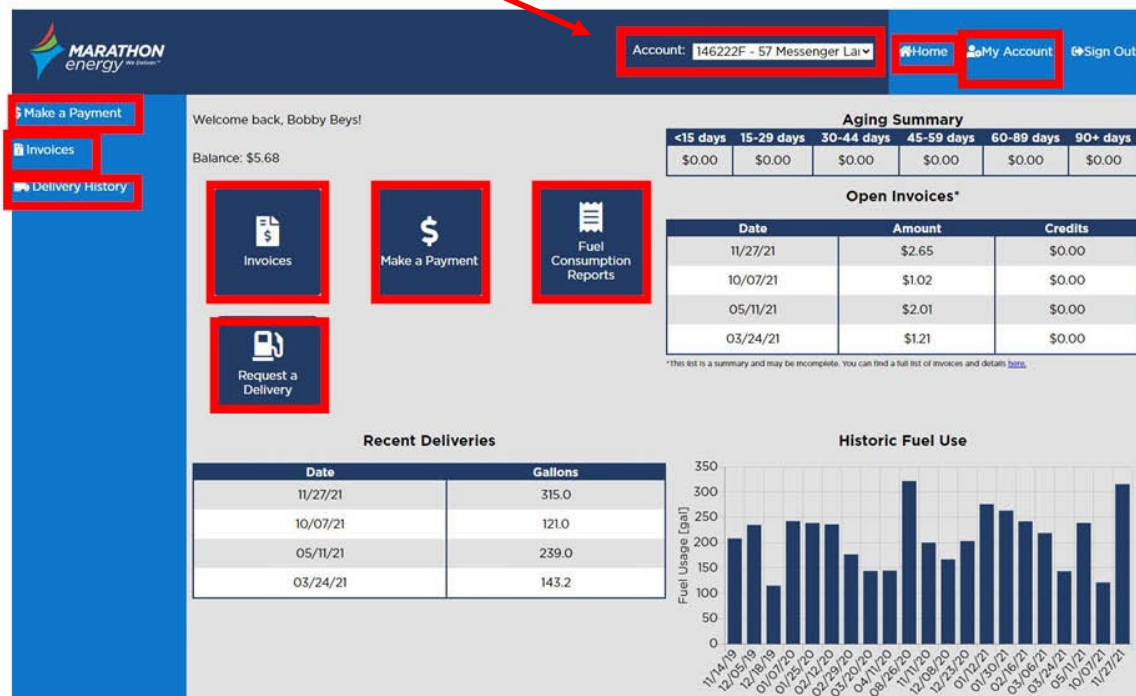
Welcome to Your Customer Portal

Once you log in, you will see a welcome screen that displays open invoices, recent deliveries, and historic fuel use. **This is the portal's home page.** You can return to the portal's home page at any time by clicking the "home" icon at the top of the screen or clicking the Marathon Energy logo.

You will also see links to access additional pages within the portal:

1. My Account
2. Make a Payment
3. Invoices
4. Delivery History
5. Fuel Consumption Reports
6. Request a Delivery

NOTE: If you have multiple accounts, use the dropdown located at the top of the page to select the account/address you want to see.



My Account

The My Account page shows the following:

- Billing Information (Billing Address, Email Address, Aging Summary, Payment Methods)
- Delivery Information (Delivery Address, Fuel and Tank Type, Last Delivery Date, Year to Date Consumption)
- Login Information

Make a Payment

On this page, you can make a payment by credit card or eCheck (ACH). You can also securely save your payment information to simplify future payments.

Payment Method

Credit Card

Invoice Number

000000

Remaining Balance on Invoice(s)

\$0.00

Payment Amount (USD)

0.00

Credit Card Number:

0000 0000 0000 0000

Credit Card Expiration:

00 / 00

Credit Card Security Code:

Save Payment Information:

☐

Name Payment Method:

Name your Payment Method

Submit Payment

Please allow up to two business days for your payment to be processed.

Invoices

Here, you can see all your open and paid invoices. Click on an invoice to see the details. You also have the option to pay an open invoice (or multiple open invoices) from this page.

Open Invoices					
Date Posted	Description	Invoice Number	Remaining Balance	Discount Available	Pay Invoice
11/27/21	#2 Oil 6% Bio	412236	\$2.65	No	<input type="checkbox"/>
<div><div><div>Fuel Type: #2 Oil 6% Bio</div><div>Gallons: 315.0</div><div>\$/gal: \$0.00000</div><div>Fuel: \$0.00</div><div>Subtotal: \$0.00</div><div>Sales Tax: \$0.00</div><div>Other Taxes & Fees: \$2.65</div><div>Total: \$2.65</div></div><div>\$ Pay now</div></div>					
10/07/21	#2 Oil 6% Bio	410379	\$1.02	No	<input type="checkbox"/>
05/11/21	#2 Oil 6% Bio	408359	\$2.01	No	<input type="checkbox"/>

Delivery History

On this page, you can review the history of previous fuel deliveries, along with fuel type, the amount of gallons delivered, and price per gallon.

Date	Fuel Type	Gallons	Price per Gallon
11/27/21	#2 Oil 6% Bio	315.0	\$0.00000
10/07/21	#2 Oil 6% Bio	121.0	\$0.00000
05/11/21	#2 Oil 6% Bio	239.0	\$0.00000
03/24/21	#2 Oil 6% Bio	143.2	\$0.00000
03/06/21	#2 Oil 6% Bio	218.6	\$0.00000
02/16/21	#2 Oil 6% Bio	242.0	\$0.00000
01/30/21	#2 Oil 6% Bio	262.9	\$0.00000
01/12/21	#2 Oil 6% Bio	276.0	\$0.00000
12/23/20	#2 Oil 6% Bio	202.9	\$0.00000

Fuel Consumption Reports

Back on the home page of the portal, you will see a link to “Fuel Consumption Reports” where you can download a year-to-date (YTD) usage report, or a report from the previous year.

REMINDER: If you have multiple accounts, use the dropdown located at the top of the page to select the account/address you want to see.

Fuel Consumption Report Details



Choose last year's report or your YTD report for this year.

2020 Calendar Year

2021 YTD

Alternatively, you may select a custom date range. Note that online data is only available for the past 2 years.

Custom Date Selection

Start Date

mm/dd/yyyy



End Date

mm/dd/yyyy

Retrieve Custom Report



Fuel Consumption Report

01/01/2020 - 12/31/2020

Downloaded: 12/13/2021

Account: 1000000000

Building Name
1234567890 Lane
New York, NY 10000

1234567890 Lane
New York, NY 10000

To whom it may concern:

Please see below the fuel oil consumption for the above referenced property.

Date	Invoice #	Fuel Type	Gallons	Price	Amount	Sales Tax	Total
01/07/20	368658	#2 Oil 6% Bio	242.4	\$0.00000	\$0.00	\$0.00	\$0.00
01/25/20	370506	#2 Oil 6% Bio	238.7	\$0.00000	\$0.00	\$0.00	\$0.00
02/12/20	372368	#2 Oil 6% Bio	236.1	\$0.00000	\$0.00	\$0.00	\$0.00
02/29/20	374368	#2 Oil 6% Bio	176.8	\$0.00000	\$0.00	\$0.00	\$0.00
03/20/20	376127	#2 Oil 6% Bio	144.1	\$0.00000	\$0.00	\$0.00	\$0.00
04/11/20	381522	#2 Oil 6% Bio	144.4	\$0.00000	\$0.00	\$0.00	\$0.00
08/26/20	384564	#2 Oil 6% Bio	321.4	\$0.00000	\$0.00	\$0.00	\$0.00
11/11/20	378958	#2 Oil 6% Bio	199.8	\$0.00000	\$0.00	\$1.68	\$1.68
12/08/20	389446	#2 Oil 6% Bio	166.7	\$0.00000	\$0.00	\$1.41	\$1.41
12/23/20	392871	#2 Oil 6% Bio	202.9	\$0.00000	\$0.00	\$1.70	\$1.70
Totals:			2,073.3				\$4.79

*Fuel oil delivered on or after September 1st, 2017 contains 6% BIODIESEL as prescribed by NYC Local Law 43. All fuel oil delivered as of this date complies with applicable laws and standards regarding sulfur content and ingredients.

Request a Delivery

We make it easy to request a delivery – directly from the portal! Simply click the “request a delivery” icon on the home page. A pop up box will appear for you to enter the requested amount of gallons, requested date and any other important notes/details.

Frequently Asked Questions

Who has access to the Portal?

The portal is available to all petroleum/mechanical services customers of Marathon Energy.

Can I see all of my Marathon Energy accounts in the Portal?

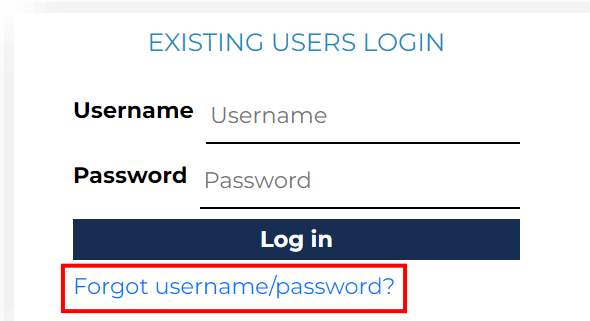
Yes, once you have requested access, you can view all of your petroleum/mechanical services accounts from the Portal. Use the dropdown located at the top of the page to select the account/address you want to see. If you also have Natural Gas/Electricity accounts with Marathon Energy, you will need to request access to a separate portal. You can request access to our Natural Gas/Electricity Portal at myaccount.mecny.com/

What if I need access to usage data beyond the 2 years I see in the Portal?

Online usage data is only available for the past 2 years. If you need more than 2 years of usage data, please send a request to customerservice@mecny.com.

What if I forgot my user name/password?

If you forgot your login information, click “forgot my username/password” on the My Account page. Enter the email address associated with your Customer Portal account. We will send you an email with your user name and/or temporary password.



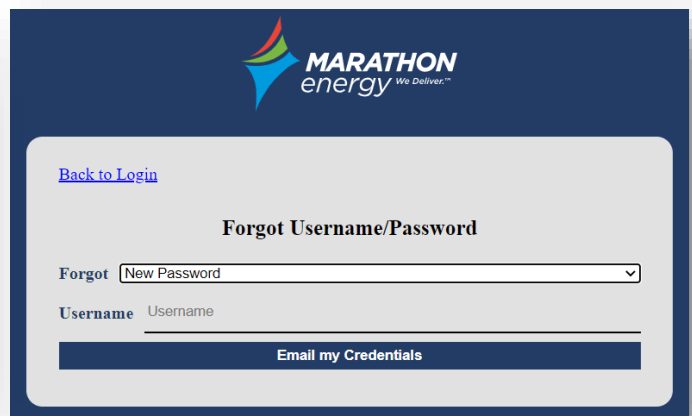
EXISTING USERS LOGIN


Username

Password

Log in

[Forgot username/password?](#)



 **MARATHON**
energy *We Deliver.™*

[Back to Login](#)

Forgot Username/Password

Forgot

Username

Email my Credentials

If you have any other questions or need any assistance while navigating the portal, email customerservice@mecny.com, chat online at mecny.com or call 888.378.9898.